

# Senior Partnership Officer - Water Industry

Scotland and Northern Ireland

Job description

**Change starts  
with you**



# We are WaterAid

## Our vision

Water, sanitation and hygiene.  
Our vision is 'A world where everyone, everywhere has sustainable and safe water, sanitation and hygiene'.

## Our mission

Transform lives through sustainable and safe water, sanitation and hygiene.

**Photo: Fanny, 13, washes her hands with clean water from a tap at her school. Chingaji, Malawi. June 2024.**

## WaterAid's values in action

Our values define our culture and unite us across the many countries in which we work. They are at the very heart of WaterAid – who we are, what we do and how we do it.

**Respect:** We treat everyone with dignity and respect and champion the rights and contribution of all to achieve a fairer world.

**Collaboration:** We work with others to maximise our impact, respecting diversity and difference in the pursuit of common goals.

**Accountability:** We are accountable to those whose lives we hope to see transformed, to those we work with, and to those who support us.

**Innovation:** We are creative and agile, always learning, and prepared to take risks to accelerate change.

**Courage:** We are bold and inspiring in our actions and words, and uncompromising in our determination to pursue our mission.

**Integrity:** We act with honesty and conviction and our actions are consistent with openness, equality and human rights.

# About the role



## Job purpose

To develop and implement the partner strategy for Northern Ireland Water and manage Scottish Water on a day-to-day basis, supporting the Senior Partnerships Manager in developing and implementing the partnership development strategy for Scottish Water.

The role will be varied with opportunities to specialise and engage with everything from organising high-value events, supporting employee fundraising and ensuring that robust systems and processes for partnership working and data management are followed at all times. The role will lead the team processes on ways of working with the customer relationship management system, event administration and relevant organisational processes, systems and procedures.

## Team description

This role is in the Water Industry Partnerships (WIP) team, which sits within the Strategic Partnerships department. The post reports to the Senior Partnerships Manager - Scotland and NI. The team develops and supports WaterAid's relationships with water companies and the wider water industry in the UK. This includes partner stewardship, inspiring and managing volunteers, steering the development of high-income corporate events, and building opportunities for water company employees and customers to build a connection with our work. The team also raise the profile of the impact of WIP partners' work through Sanitation and Water Operator Partnerships.

# Terms of appointment



<b>Place of work:</b>	Glasgow  We support and enjoy a hybrid working environment. A minimum of 40% of working time is spent face to face, either in the Scottish Water office, for coordination, collaboration and connectivity across the team, or as a result of external engagement or travel for WaterAid.
<b>Pay band:</b>	Grade 5
<b>Salary:</b>	£41,325 per year with excellent benefits
<b>Contract type:</b>	Permanent, full-time
<b>Reports to:</b>	Senior Partnerships Manager – Scotland and NI
<b>Manages:</b>	N/A
<b>Budget responsibility:</b>	N/A
<b>Travel:</b>	This post involves regular travel to water companies within the region. Occasional foreign travel. Attendance at events and department meetings with prior notice across the UK.

# Accountabilities



## 1. Delivery of high-quality stewardship of water industry partners:

- Manage existing Water Company partners within Scotland (at committee level) and Northern Ireland (at a strategic and committee level), ensuring that each partner is appropriately supported, has a full account growth plan in place, reaching its full potential through volunteer-led fundraising events and shared value
- Build upon strong, trusted relationships with Water Company partners
- Lead on the setup and delivery of all mass participation events across water industry partners in the UK
- Lead on event management of high-value events with Water Company partner organisations
- Maintain a good understanding of the UK Water sector and engage in discerning conversations with industry partners in the region to understand how engagement with WaterAid adds value to their business and employee engagement strategies
- Work closely with the Senior Partnerships Officer – England, and ensure best practise and innovative ideas are shared across the team

## 2 Teamwork

- Support the Senior Partnerships Manager to steer, provide coaching and support work plans for the WIP Team Assistant
- Promote and role model collaborative & effective team working/peer to peer support amongst WIP members
- Role model continuous improvement methods, ensuring learning and knowledge is shared

## 3 General

- Support the Senior Partnerships Manager to plan, monitor and review the Scotland and Northern Ireland team's plans, budgets, and resources, reporting significant variations and revising plans to ensure targets are met.
- Lead on systems / fundraising / events compliance processes across the UK team to ensure that all partner activity is compliant with fundraising, gambling and data protection laws to protect the reputation of the partners and WaterAid.
- Maintain a good knowledge of WaterAid's work
- Act as an ambassador for WaterAid. Be a face of WIP internally and externally
- Undertake any other reasonable tasks as requested by the Senior Partnerships Manager or Team Leader.

# Person specification



## Essential skills

- Working style that reflects WaterAid's values of Respect, Accountability, Courage, Collaboration, Integrity and Innovation
- Ability to work remotely/independently with minimum supervision, but also be a collaborative and participative member of the team
- Proven ability to effectively manage a busy and varied workload, working across teams
- Assertiveness and excellent organisation skills to ensure that deadlines are met, including managing other people's input e.g. volunteers
- Experience in, and understanding of, fundraising compliance
- Experience in organising mass participation events
- Experience of dealing engagingly and effectively with external stakeholders through partnership management
- Enthusiasm and ability to work under own initiative / independently to produce high quality results and meet deadlines
- Strong administrative and IT skills, experience of using customer databases
- Excellent communication skills; written, verbal, presentation and face to face. Ability to communicate confidently at all levels
- Willingness to travel within the UK
- Willingness and ability to work flexibly, including some evening and weekend commitments for fundraising events

## Desirable skills

- Experience and knowledge of sustainability / corporate responsibility
- Experience of working or volunteering in the voluntary sector
- Experience of managing high-value events
- Experience of the water industry and or other utilities

# Our commitments



## Our People Promise

We will work with passion and focus to make sure everyone everywhere has clean water, decent toilets and good hygiene. WaterAid is a place of purpose – where people have a real commitment and shared responsibility for the impact we have. We are a global community with diverse backgrounds and perspectives, motivated by inspiring, stimulating work. We are determined to be a place where people feel safe and able to contribute their voice and truly live our values.

## Equal Opportunities

We welcome applications from people of all backgrounds, beliefs, customs, traditions, ways of life and status. This includes, but is not limited to, race, ethnicity, caste, colour, gender, language, religion, political or other opinion, national or social origin, property, birth, disability status, neurodiversity, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

## Safeguarding

We are committed to protecting everyone we come into contact with. We have a zero-tolerance approach to abuse of power, privilege or trust across our global work, and to any form of inappropriate behaviour, discrimination, abuse, bullying, harassment, or exploitation. Safeguarding the people and communities we work with, our staff, volunteers and anyone working on our behalf is our top priority, and we take our responsibilities extremely seriously. All offers of employment are subject to satisfactory references and appropriate screening checks (which can include counterterrorism, safeguarding and criminal records checks).

**Wherever you work in WaterAid and whatever job you do, you'll be joining a global network determined to reach everyone, everywhere with clean water, decent toilets and good hygiene. For health, for life, forever.**

# WaterAid has one goal:

To change the world through  
clean water, decent toilets  
and good hygiene.

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